

W-01303A-08-0227

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ORIGINAL



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 74841

Date: 1/23/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Donald J. & Jo Ann** **Evans**

Account Name: Donald J. & Jo Ann Evans

Home: (

Street:

Work: (000) 000-0000

City: Lake Havasu City

CBR:

State: AZ Zip: 8

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Donald J. & JoAnn Evans

Lake Havasu City, AZ. 86404

Jan. 19, 2009

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington
Phoenix, Az. 85007

Arizona Corporation Commission
DOCKETED

JAN 26 2009

DOCKETED BY

ARIZONA CORPORATION
COMMISSION
DOCKET CONTROL

2009 JAN 26 A 10:27

RECEIVED

Re: Arizona-American Water Company

I am writing in reference to American-Arizona Water Company's request for a rate increase. This is your Docket No. W-01303A-08-0227

Part of their justification for this is their investments in infrastructure and an increase of 453% in labor and management costs since 2001. A large portion of their infrastructure, I would suspect, is the water tanks and lines at the North Pointe subdivision on London Bridge Road that is not generating any income for them because there have been very few homes sold there. I do not feel that we should be required to pay for infrastructure costs that are a bad investment on their part. Additionally, I have to question a 453% increase in labor costs.

We are already paying a surcharge for equipment that they were required to install to bring the water quality up to standards.

Please consider this when you are making your decision for any rate increases that they may or may not

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deserve.

Thank you:

Don Evans

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/23/09 I contacted consumer and informed him that his opinion had been received. I also informed him that his opinion would be filed in the docket and distributed to Commissioners and staff members involved. He appreciated the information. Closed

Filed in docket no. W-01303A-08-0227 & SW-01303A-08-0227

End of Comments

Date Completed:

Opinion No. 2009 - 74841
